



Homebuilder's choice of Daikin heat pumps triggers couple's smart home campaign

A Buckinghamshire house – built by developer Hayfield Homes – sees its Daikin air source heating and hot water system take centre stage in a radical smart home initiative.

The four-bedroom detached house at Hayfield Walk, Hanslope, has an 8kW Daikin Altherma low temperature heat pump in a split system. The heat pump – based on R32 refrigerant, which has a low global warming potential – is positioned behind the double garage, making good use of the system's long pipe run capability. The wall-hung indoor hydrobox transfers heat energy as required to the underfloor heating system downstairs, radiators upstairs and a Daikin 300 litre domestic hot water cylinder.

The house is a symbol of both the close business relationship between Hayfield and Daikin and the wider possibilities of lifestyle technologies. Buyers Victor and Maria Alonso have put their own stamp on the house, turning it into a showcase for their smart home business, The Real Smart Home.

Hayfield's Procurement Director, Jon Watts, says: "We wanted to partner with a specialist manufacturer, Daikin has a long history of manufacturing and supplying quality air conditioning units and heat pumps across the globe, and has a very good reputation within the industry. It was also imperative that our chosen partner would want to come on the journey with us, be open to feedback, to support the process and allow us to learn from each other.

"They have supported us commercially, technically and operationally and in return, we offered Daikin our commitment to specify their products, and agreed to support them when trialing new products and/or solutions – we have been their guinea pig while they navigated the challenges and demands of the UK housebuilding industry.

"We've demanded a lot, we've provided constant feedback, both businesses have been on a learning curve. Daikin listened and the relationship has developed into a true partnership. We are both better for it.

Type

- › Residential
- › Developer
- › Refurbishment

Year of installation

- › 2024

Project requirements

- › Heating
- › Domestic hot water

Installed systems

- › Daikin Altherma LT Split outdoor unit
- › Daikin Altherma LT wall hung indoor unit

“We now really understand the technology and can interact with customers with confidence, We resolve most queries or issues more efficiently, and generally support our customer better. Daikin also supports our customers by offering home demonstrations, open days on new developments and providing access to online tutorials.

“Daikin is also delivering more and more training to our installers, and has invested heavily in its servicing department, which has enabled us to provide our customers with a 12-month service, undertaken by Daikin engineers - further enhancing our customers’ experience.

“From a feedback perspective, our customers absolutely love the fact that we’re an A-rated builder. We have a strong focus on energy efficiency and sustainability which is something our customers also value.”



Leah Felgate, Daikin’s Midlands regional sales lead says Hayfield has embraced the transition to heat pumps in their homes and is leading the way in the new build market.

She says: “We have worked very closely with Hayfield across all departments and their contractors to ensure the customer has a positive experience with our equipment. The customer journey and feedback are key to ensuring we all get it right and can adapt our businesses to work better together.

“We are very proud and really enjoy working in partnership with Hayfield, their enthusiasm for adapting to new technologies, flexibility to change and learning is admirable.”

For the Alonsos, the Hanslope house was the perfect stepping stone for their home and their business.

Victor Alonso says: “We chose this house a couple of years ago for multiple reasons. In particular, we liked the village because it’s quiet.

“As a smart home business, we have a completely new approach to smart homes. We combine all the smart devices together into one single app so people can control their heating, lighting, blinds, door locks – everything in one place. And obviously the Daikin system is one of the items in the equation because it’s easy to integrate and use. We’re really happy to have it on board.”

“We call it a ‘Real Smart Home’ because up until now people considered a smart home to be 10 different apps for 10 different things. The devices are smart, but the home is not. So, we call it a ‘Real Smart Home’ when everything is in one place.”





“We are also taking advantage of our energy provider’s cheaper prices at certain times. We only heat the hot water tank during those periods of time unless it’s completely cold. But most of the times it’s ready in the morning.”

He says “the sky’s the limit” for automating the system – as long as there are sensors and relevant applications in place. And if there are visitors and a greater demand for hot water, the system automatically adjusts the water-heating cycle.

“Ultimately, the availability of information leads to a much more economical use of services like heating, because you are fine-tuning to such a degree that you are not really wasting any energy.”

“We are trying to get our systems into every house in the UK, because people don’t even know that they are wasting energy. The smart home system is actually aware of the electricity usage of the house, and it can tell them in real time what every area of the house is consuming – and where the potential cost savings lie.”

At the heart of the Hanslope house is a smart hub that not only provides fingertip control of the heating and hot water system, but also the lights, curtains, and other devices throughout the house. Potentially, any electrical appliance can be connected and controlled – as can the emitters of the heating system.

“When we are driving towards home, the house knows – and it will heat the house and hot water. If we have guests, the hot water will be heated more because there will likely be more people taking showers,” he says.

Also contributing to the overall economy of the system is the insulation of the Daikin cylinder, which gives it one of the lowest heat loss ratings on the market – so the water stays hot for longer.

Kit List

Code	Description	No of units
ERGA08EVA	Daikin Altherma 3 Low Capacity	1
EHBH 06E	Daikin Altherma wall hung unit	1
SB.EKHWSUD	Domestic hot water tank 300 ltr	1



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